



Patient Satisfaction with Healthcare Services Among Inpatients in The Covid-19 Isolation Room

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A B S T R A C T

Patient care in the isolation room differs from other rooms, including strict hygiene, proper personal protective equipment, and minimal patient contact. Furthermore, this study aims to portray patient satisfaction with healthcare services among inpatients in the COVID-19 isolation room. It was a descriptive study using a retrospective descriptive methodology. The population was inpatients in the COVID-19 isolation room at Surabaya Islamic hospital for January-May 2021. In addition, the sample was 128 respondents with a total sampling method. The authors used a questionnaire portraying patient satisfaction with health care services based on reliability, assurance, tangible, empathy, and responsiveness dimensions. The data was processed descriptively in a frequency distribution table. The results showed that respondents were satisfied with the reliability dimension (the ability of doctors and nurses to explain, listen, and speed up handling complaints). In addition, they were satisfied with tangible (room facilities, cleanliness of rooms, cleanliness of beds and bathrooms); empathy (attention of doctors, the ability of nurses to motivate and communicate well); assurance (friendly and polite healthcare services, safe healthcare services, and good healthcare service), and responsiveness (fast and accurate healthcare treatments, diagnostics, and easy healthcare procedures). Thus, inpatients in the COVID-19 Isolation Room at Surabaya Islamic hospital for January-May 2021 were satisfied with healthcare services based on reliability, assurance, tangible, empathy, and responsiveness dimensions. However, the empathy dimension had the lowest score among the five dimensions. So, emotional intelligence training is essential to improve health workers' empathy for patients.

INTRODUCTION

Patient care in the isolation room differs from other rooms, including strict hygiene, proper personal protective equipment (Jaya and Syarufuddin, 2015), minimal patient contact, and food intake in isolation rooms to assist efforts for the healing and recovery of patients. Furthermore, in a study interviewing nine patients in the isolation room, six said that nurses tended to be less cooperative and less interactive (Lely and Suryati, 2018). Thus, this condition can influence the hospital's Bed Occupancy Rate (BOR). Specifically, the BOR at Surabaya Islamic hospital in 2013 was 78%, which is still far from the ideal hospital target of 85% (Izza, Setianto, and Dhamanti, 2021).

A survey in 2019 among patients in inpatient care showed their level of patient satisfaction with the soft skill aspect of nurses was 80.03%. The elements included the speed of nurses in assisting patients, giving information, the appearance of the nurse, and hospital food services (Mardijanto, Astutik, and Budiman, 2020). Other aspects that were still lacking included the attitude of the medical staff, patient food delivery errors, meal frequency and timing (Kusuma, Suryoko, and Budiatmo, 2018), ward atmosphere, and food

taste. Thus, nurses' ability in various aspects of patient services still needs improvement (Nahriyah, 2016).

Customer service is one indicator of service quality to attract customers (Widya Astari, Noviantani, and Simanjuntak, 2021). Low satisfaction will cause companies, in this term hospitals, to decline. Patients feel satisfied when health workers can fulfill their needs, desires, or expectations. A study regarding patient satisfaction among 2000 inpatients in hospitals in East Java found that 17% were satisfied with hospital service quality, while 83% were not. The study also provided information that the complaints of the patient were the lack of communication (80%), attention (66.7%), and friendliness (33.3%) in nurses (Agustina and Sakawati, 2020).

Every citizen has the right to obtain Minimum Service Standards (MSS). MSS's provisions regarding the type and quality of services are regulated by the government (Ariska and Handayani, 2019). Based on Government Regulation Number 2 of 2018 concerning Minimum Service Standards, the standard of customer satisfaction is 90%. However, the average customer satisfaction in the isolation room was still relatively below the minimum service standard (Pangerapan D, 2018). The quality of health services should be efficient and effective. It focuses on the needs and expectations of patients, a code of ethics, health service standards, and scientific developments. Thus, it can achieve optimal health degrees (Irawan *et al.*, 2022).

The COVID-19 pandemic affects the health service sector. Healthcare systems and facilities must adapt to the COVID-19 health protocol in healthcare services to prevent transmission to patients, health workers, and individuals in the hospital environment. Thus, hospitals must perform the protocols, especially during the CARE (Community Activity Restriction Enforcement) period (Chriswardani *et al.*, 2016). During the COVID-19 pandemic, health workers actively participate in health services. They have higher workloads and longer work time (Naldi *et al.*, 2021), are too often in contact with patients, and have changes in working hours (White *et al.*, 2020). Thus, It results in higher levels of stress and burnout experienced by health workers (Irawan *et al.*, 2022). There is concern that it could reduce the quality of health services to patients, impacting the quality of hospital services. Thus, this study aims to portray patient satisfaction with healthcare services among inpatients in the COVID-19 Isolation Room.

METHOD

This paper was a descriptive study, objectively describing the quality of the situation using a retrospective descriptive methodology. The population was inpatients in the COVID-19 isolation room at Surabaya Islamic hospital for January-May 2021. In addition, the sample was 128 respondents with a total sampling method. The inclusion criteria were conscious, not paralyzed, and good eyesight patients; the patient was first treated in the COVID-19 isolation room. The authors used a questionnaire portraying patient

satisfaction with health care services based on reliability, assurance, tangible, empathy, and responsiveness dimensions. The categorization of patient satisfaction was based on Government Regulation Num. 2 of 2018 concerning Minimum Service Standards; the standard of customer satisfaction is 90%. Data was collected using Google Forms and stored in Excel. The data was processed descriptively in a frequency distribution table. This study obtained ethical feasibility from the Health Research Ethics Committee Faculty of Public Health Universitas Airlangga, with certificate number 133/EA/KEPK/2022.

RESULT

Most respondents in this paper were male (61.7%). In addition, they were 46 - 55 years old (26.6%) (Table 1).

Table 1. Characteristics of Respondents

Characteristics of Respondents	Frequency	Percentage
Gender		
Male	79	61.7%
Female	49	38.3%
Age		
< 25 Years	15	11.7%
25 - 35 Years	27	21.1%
36 - 45 Years	31	24.2%
46 - 55 Years	34	26.6%
> 55 Years	21	16.4%

Respondents were satisfied with the reliability dimension. Furthermore, they had good patient satisfaction with the communication and speed of healthcare service by doctors and nurses. However, doctors' communication got the lowest mean score of these four components, so it needs to be improved (Table 2).

Table 2. Patient Satisfaction with Health Care Services based on Reliability Dimension

Reliability Dimension	Mean Score	Percentage
The doctors provide an informative explanation regarding the action	4.5	90.2%
The nurses listened to the patient's complaints well	4.8	95.3%
The speed of nurses in providing nursing care to patients	4.6	92.3%
The speed of doctors in handling complaints	4.6	91.1%
Overall	4.6	92.2%

Respondents were satisfied with the assurance dimension. Furthermore, they had good patient satisfaction with doctors' and nurses' friendly and polite manner while providing health care services. Thus, they felt safe and comfortable (Table 3).

Table 3 Patient Satisfaction with Health Care Services based on Assurance Dimension

Assurance Dimension	Mean Score	Percentage
Doctors provide health care services in a friendly and polite manner	4.6	91.6%
Nurses provide health care services in a friendly and Polite manner	4.8	96.4%
Patients feel safe with the health care services given by doctors and nurses	4.7	93.6%
Nurses provide good nursing care so that patients feel comfortable	4.8	95.2%
Overall	4.7	94.2%

Respondents were satisfied with the tangible dimension. Furthermore, they had good patient satisfaction with room facilities, room cleanliness and tidiness, bed cleanliness, clean water, and bathroom. However, the availability of clean water and the bathroom condition got the lowest mean score of these four components (Table 4).

Table 4. Patient Satisfaction with Health Care Services based on Tangible Dimension

Tangible Dimension	Mean Score	Percentage
Room Facilities	4.7	93.3%
Room cleanliness and tidiness	4.7	93.9%
Bed cleanliness	4.6	91.3%
Clean water and bathroom	4.5	90.0%
Overall	4.6	92.1%

Respondents were satisfied with the empathy dimension. Furthermore, they had good patient satisfaction when the doctors reduced patient anxiety about the disease, nurses comforted and motivated patients, also nurses communicated well with the patients. However, respondents were unsatisfied with the doctors' attention to each patient (Table 5).

Table 5. Patient Satisfaction with Health Care Services based on Empathy Dimension

Empathy Dimension	Mean Score	Percentage
Doctors pay attention to each patient	4.4	88.8%
Doctors reduce patient anxiety about the disease	4.5	90.0%
Nurses comfort and motivate the patients	4.7	94.2%
Nurses communicate well with patients	4.5	90.0%
Overall	4.5	90.7%

Respondents were satisfied with the responsiveness dimension. Furthermore, they had good patient satisfaction when nurses fulfilled their needs. In addition, they were pleased with fast and accurate healthcare treatments and diagnostics, also easy healthcare procedures (Table 6).

Table 6. Patient Satisfaction with Health Care Services based on Responsiveness Dimension

Responsiveness Dimension	Mean Score	Percentage
Nurses fulfilling patients' needs	4.6	92.8%
Fast and accurate healthcare diagnostics	4.6	92.7%
Fast and accurate healthcare treatments	4.6	92.7%
Easy and uncomplicated healthcare procedures	4.6	92.5%
Overall	4.6	92.7%

DISCUSSION

Customer satisfaction, exceptionally patient satisfaction, is one of the metrics used to assess a company's or hospital's viability. The more satisfied customers or patients are with the products or healthcare services, the better the business development will be. Therefore, it is not surprising that customer or patient satisfaction always gets special attention when formulating a business strategy. Service quality is composed of several elements, so customer satisfaction has dimensions. Many theories relate to service quality and customer satisfaction. Parasuraman spawned the idea of the SERVQUAL dimension. The SERVQUAL dimension is a dimension to measure service quality (Mustika and Sari, 2019). It can assess

the gap between customer expectations and customer satisfaction with the service they receive (Karmila *et al.*, 2021).

Our findings found that respondents were satisfied with the tangible dimension (Table 4). Tangible is the ability of hospitals in concrete things to provide the best service for customers (Muhammad Risya Rizki, 2018). It can be seen and felt directly by the patients. Several facilities related to tangibles are (1) sufficient room facilities, (2) clean and tidy rooms, (3) clean beds, and (4) clean water and bathroom (Mardijanto, Astutik, and Budiman, 2020). This study revealed that inpatients in the COVID-19 isolation room had good patient satisfaction with room facilities, room cleanliness and tidiness, bed cleanliness, clean water, and bathroom. However, the availability of clean water and the bathroom condition got the lowest mean score of these four components (Table 4).

In addition, this research showed respondents were satisfied with the reliable dimension (Table 2). Reliability means that in providing services, every employee must have the ability in knowledge, expertise, independence, mastery, and high professionalism. So it results in satisfactory service without complaints (Sagala and Marbun, 2022). Reliability is the company's ability to provide services for customers. If tangibles are about concrete things, reliability is arguably more abstract because reliability is directly related to consumer expectations. Reliability in health care services includes (1) The doctor providing an informative explanation regarding the action, (2) The nurse listening to the patient's complaints well, (3) The speed of nurses in providing nursing care to patients, (4) The speed of doctors in handling complaints (Izza, Setianto and Dhamanti, 2021). This study revealed that inpatients in the COVID-19 isolation room had good patient satisfaction with the communication and speed of healthcare service by doctors and nurses. However, doctors' communication got the lowest mean score of these four components (Table.2)

Furthermore, this paper indicated that respondents were satisfied with the responsiveness dimension (Table 6). Responsiveness is how the company provides services responsive to all customers' desires and demands (Meliala, 2018). Its reflection is when employees explain unknown services so the community can understand them. Thus, a wise, detailed explanation of organizational procedures and work mechanisms is crucial so that the services can get a positive response from customers. In general, responsiveness contains a coherent delivery but is still easy to understand. Responsiveness in healthcare services includes (1) Nurses fulfilling patients' needs, (2) Fast and accurate healthcare diagnostics, (3) Fast and accurate healthcare treatments, and (4) Easy and uncomplicated healthcare procedures. This study revealed that inpatients in the COVID-19 isolation room had good patient satisfaction when nurses fulfilled their needs. In addition, they were pleased with fast and accurate healthcare treatments, diagnostics, and easy healthcare procedures (Table 6).

Every service requires certainty. It is obtained when employees can provide guaranteed services so that the community can receive satisfactory services (Muhammad Risya Rizki, 2018). Assurance is related to the certainty that customers get from the behavior of business actors. Respondents in this investigation were satisfied with the assurance dimension (Table 3). Assurance reflects good communication and a polite attitude toward customers. It increases customer trust in services. Assurance in healthcare services includes (1) Doctors providing health care services in a friendly and polite manner, (2) Nurses providing health care services in a friendly and polite manner, (3) Patients feeling safe with the health care services given by doctors and nurses, and (4) Nurses provide good nursing care so that patients feel comfortable. This study revealed that inpatients in the COVID-19 isolation room had good patient satisfaction with doctors' and nurses' friendly and polite manner while providing health care services. Thus, they felt safe and comfortable (Table 3).

Service will run smoothly and be qualified when the service provider has a sense of empathy and commitment to service (Widya Astari, Noviantani, and Simanjuntak, 2021; Irawan *et al.*, 2022). Empathy is related to customer satisfaction. Respondents in this paper were satisfied with the empathy dimension (Table 5). Empathy is closely associated with sincerity and attention to each customer. Specifically, it will help health workers know patients' needs and want. Empathy in health care services includes (1) Doctors paying attention to each patient, (2) Doctors reducing patient anxiety about the disease, (3) Nurses comforting and motivating the patients, and (4) Nurses communicating well with patients (Agustina and Sakawati, 2020). This study revealed that inpatients in the COVID-19 isolation room had good patient satisfaction when the doctors reduced patient anxiety about the disease, nurses comforted and motivated patients, also nurses communicated well with the patients. However, respondents were unsatisfied with the doctors' attention to each patient (Table 5).

Health workers can identify patients' demands and desires by assessing the five dimensions of customer satisfaction. Thus, it can improve the quality of healthcare services. Health workers should not hesitate to ask for patients' feedback regarding their satisfaction with their healthcare services as an evaluation. In addition, it can make patients feel closer to health workers (Pangerapan D, 2018).

CONCLUSION

Inpatients in the COVID-19 Isolation Room at Surabaya Islamic hospital for January-May 2021 were satisfied with healthcare services based on reliability, assurance, tangible, empathy, and responsiveness dimensions. Therefore, health workers must maintain the quality of healthcare services. However, the empathy dimension had the lowest score among the five dimensions. Thus, emotional intelligence training is essential to improve health workers' empathy for patients. In addition, enhancing the ability and quality

of nursing services, applying a code of ethics and professional service standards, and respecting patients' rights are crucial.

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